

This publication is based on a research commissioned by the United Nations Development Programme (UNDP) and provides illustration of some important findings. For the report please refer to [www.undp.ba](http://www.undp.ba)

The opinions stated herein do not necessarily reflect the official position of the United Nations Development Programme (UNDP).

# Contents

## Pulse of The Citizenry:

<b>Life Satisfaction and Situation in BiH Today</b> .....	6
• Life Satisfaction and Free Choice .....	7
• Life Satisfaction in Past, Present, and Future .....	8
• Situation in BiH - Today .....	9
• Situation in BiH - Compared to One Year Ago .....	10
• Situation in BiH - Expectation in One Year's Time .....	11
<b>Trust in Organisations</b> .....	12
• Trust - Organisations .....	13
<b>Corruption</b> .....	14
• Corruption - Officials in BiH .....	15
• Official Corruption - Where it Happens .....	16
• Actual Experiences of Corruption - Official .....	17
<b>Self - Identification</b> .....	18
• Self - Identification A .....	19
• Self - Identification B .....	20
<b>Social Trust</b> .....	21
• Social Trust .....	22
• Would You Leave BiH? .....	23
<b>Interest in Politics</b> .....	24
• Interest in Politics .....	25
• Involvement in the Political Process .....	26

## Tomorrow:

<b>Future Structure of the Country</b> .....	28
• Has DPA worked? .....	29
• Has DPA worked? (Based on Ethnoreligious Affiliation) .....	30
• Changing the System of Government .....	31
• Future Structure of the Country .....	32
• Future Structure of BiH .....	33
• Future Structure of BiH Based on Ethnoreligious Affiliation .....	34
• Likelihood of the Future Structure of BiH .....	35
<b>Strengths &amp; Weaknesses, Priorities and Visions of the Future of BiH</b> .....	36
• Top Five - Main Strength of BiH .....	37
• Top Five - Main Weakness of BiH .....	38
• Top Five - BiH in 20 Years .....	39
• Direction of Change .....	40
• Policy Priorities - Top Choices .....	41
• Priorities for the Next Twelve Months .....	42



# **PULSE OF THE CITIZENRY**

# Life Satisfaction and Situation in BiH Today

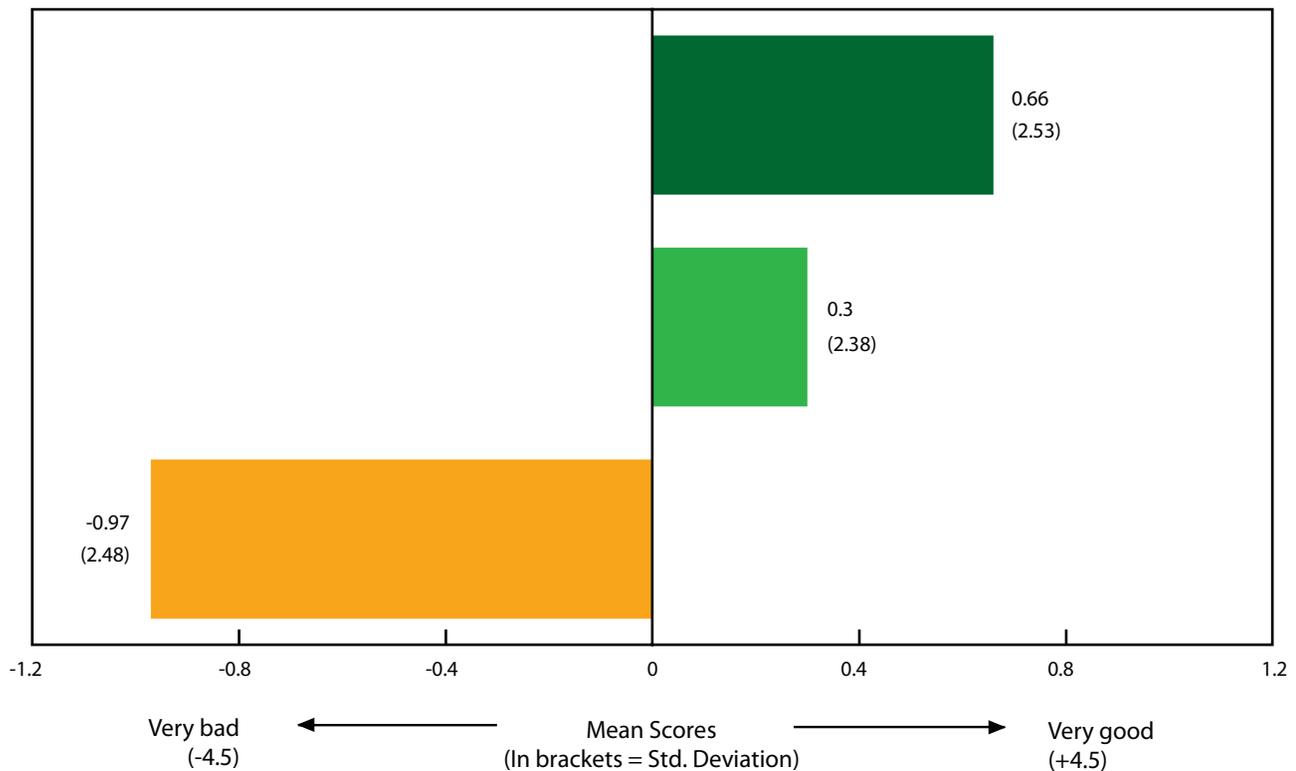
**The survey uncovers an interesting dichotomy of opinions when self-assessments of personal life satisfaction are compared to assessments of the country's situation. On the one hand, almost three-quarters of respondents stated that their own lives are quite or very good, and the self-assessment results regarding feeling in control of one's own life places BiH citizens on par with those in top-performing transition countries such as Poland and Hungary. The respondents' overall positive feelings in these respects are in spite of a decidedly negative view of their financial situation.**

**On the other hand, when assessing the country, nine out of ten characterize the situation as quite or very bad. Views on the national situation are also marked by the perception of stagnation, with 70% of respondents feeling that BiH's situation today is about the same as one year ago. This perception of stagnation remains entrenched in the minds of many citizens, as evidenced by roughly half of respondents expecting no change in the current situation when looking ahead one year. This rather negative outlook is tempered somewhat by signs of optimism, with 41% of respondents expecting the country's situation to be somewhat or much better in one year, a view particularly predominant among young people.**

# Life Satisfaction and Free Choice

## - Mean Scores

- Q: All things considered, how satisfied are you with your life as a whole these days?
- Q: How satisfied are you with the financial situation of your household?
- Q: Some people feel they have completely free choice and control over their lives, while other people feel that they have no real effect on what happens to them.



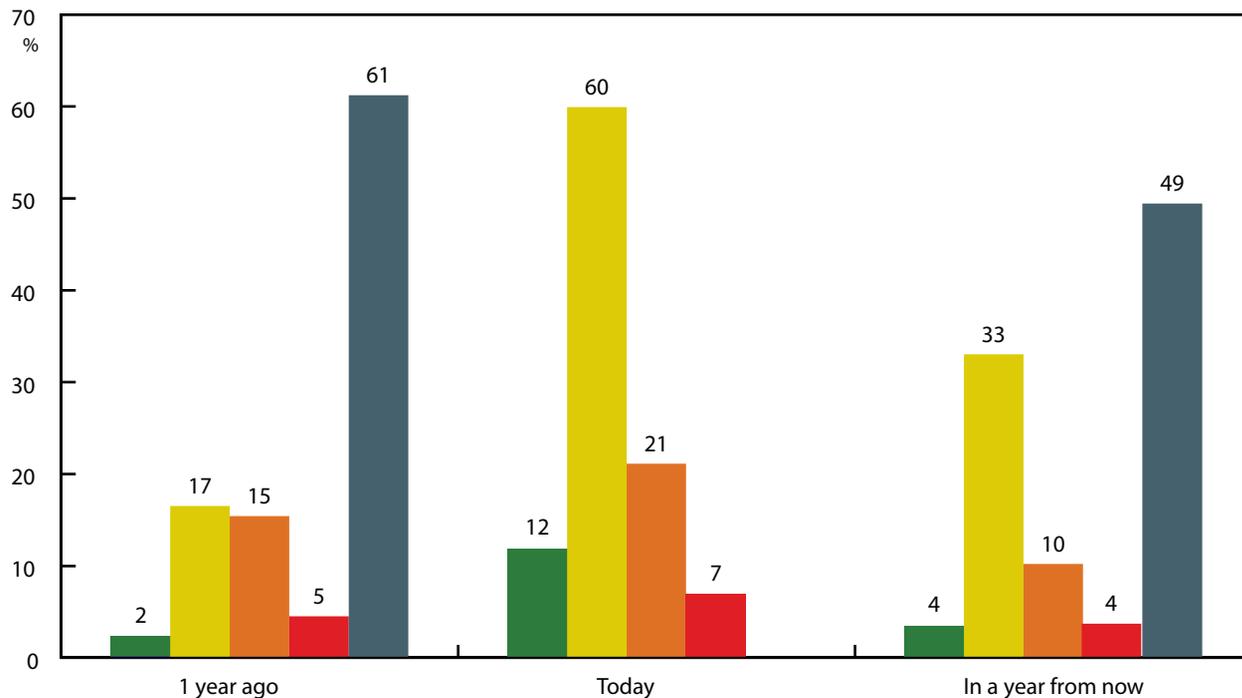
National Survey of BiH 2007

Valid N = 3,459 (Free choice); N = 3,573 (Life satisfaction); N = 3,578 (Financial)

Base = All Respondents

# Life Satisfaction in Past, Present, and Future

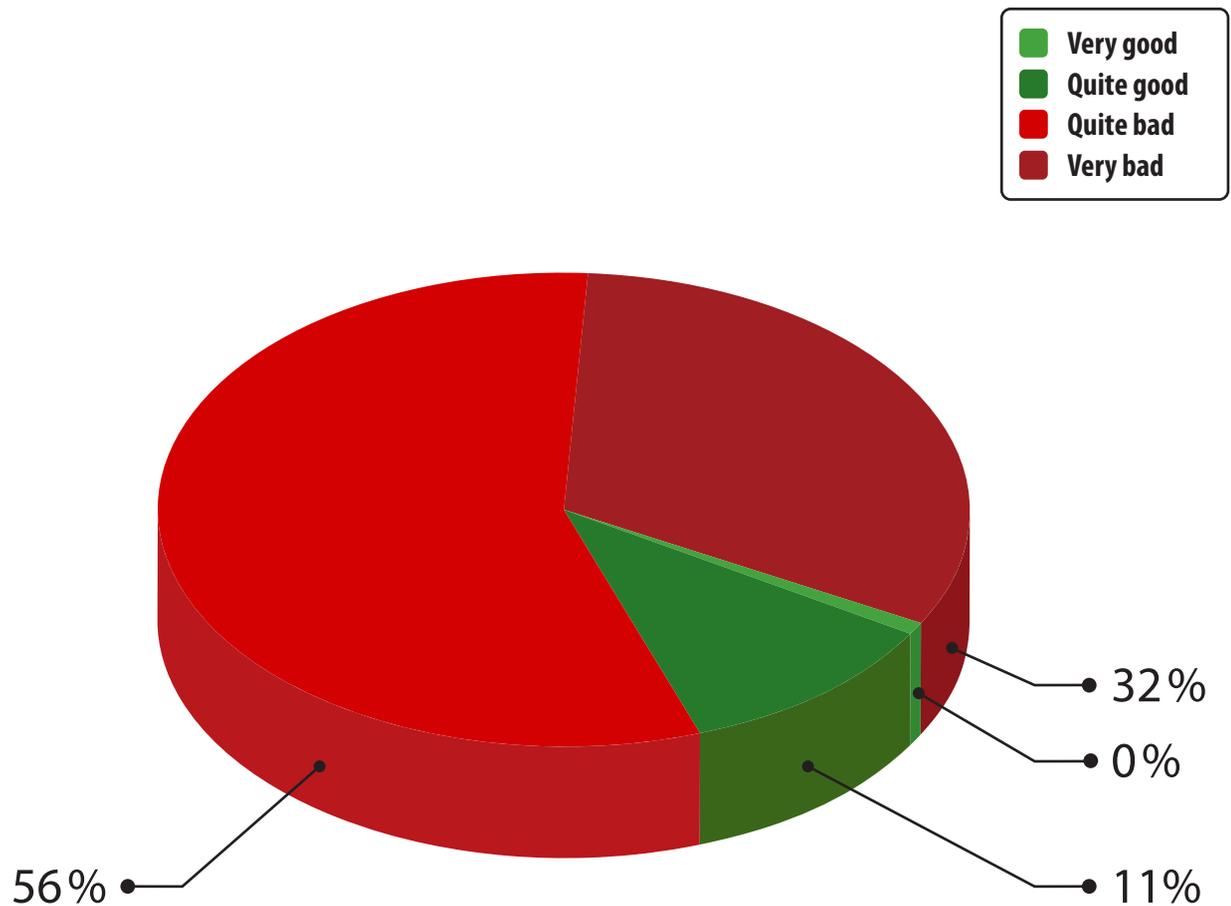
- Q: Taking all things together, would you say you are...
- Q: Compared to a year ago, overall are things in your life much better now, somewhat better, about the same, somewhat worse or much worse?
- Q: What is your expectation for how things in your life will be overall in a year from now? Will they be much better, somewhat better, about the same, somewhat worse or much worse?



National Survey of BiH 2007  
 Valid N = 3,579 (1 year ago), Valid N = 3,575 (Today), Valid N = 3,505 (In a year from now) **Base = All Respondents**

# Situation in BiH - Today

**Q:** Overall, how would you say things are going in BiH as a country these days  
- very good, quite good, quite bad, or very bad?

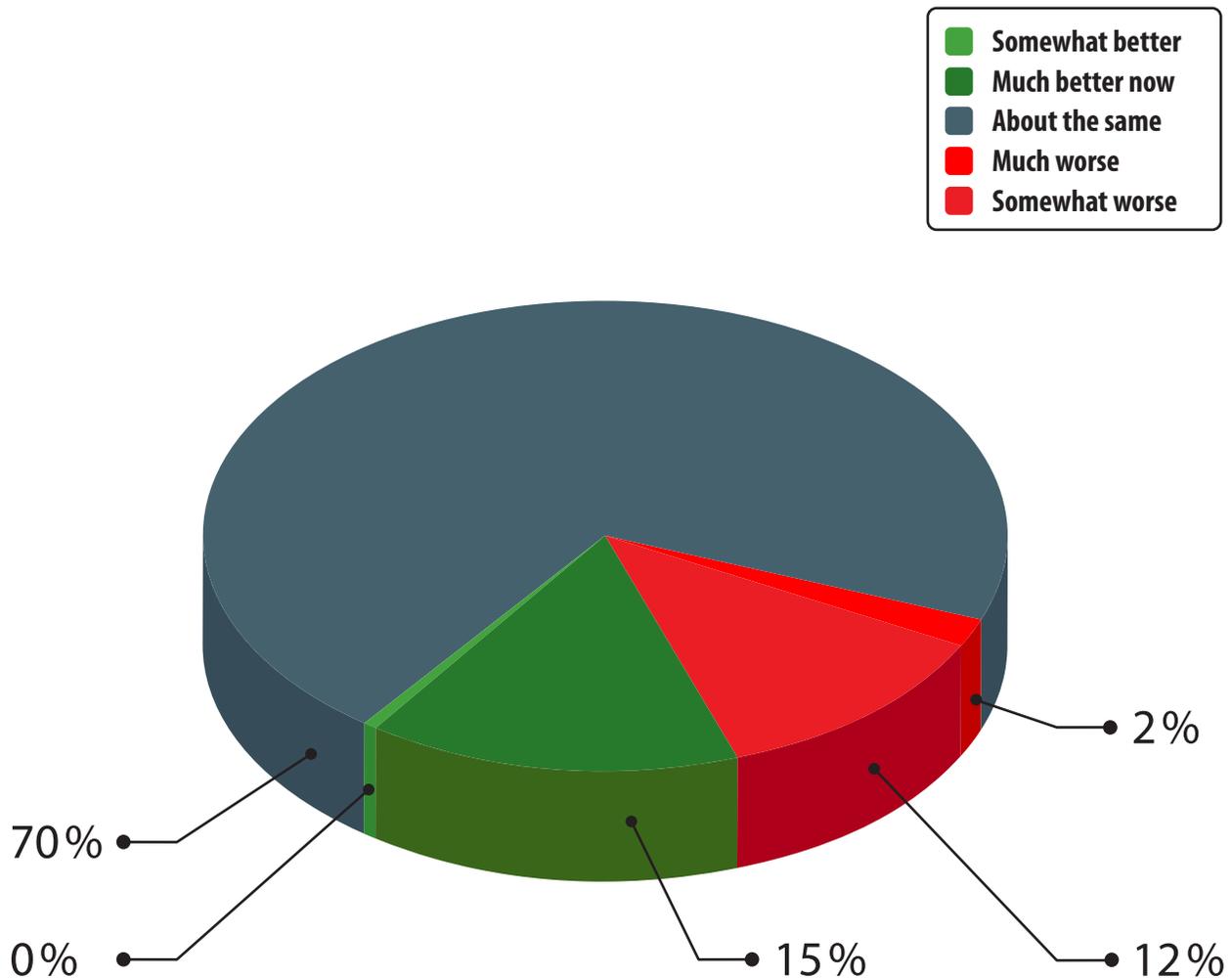


National Survey of BiH 2007  
N = 3,548

Base = All Respondents

# Situation in BiH - Compared to One Year Ago

**Q:** Compared to a year ago, are things overall in BiH much better now, somewhat better about the same, somewhat worse or much worse?



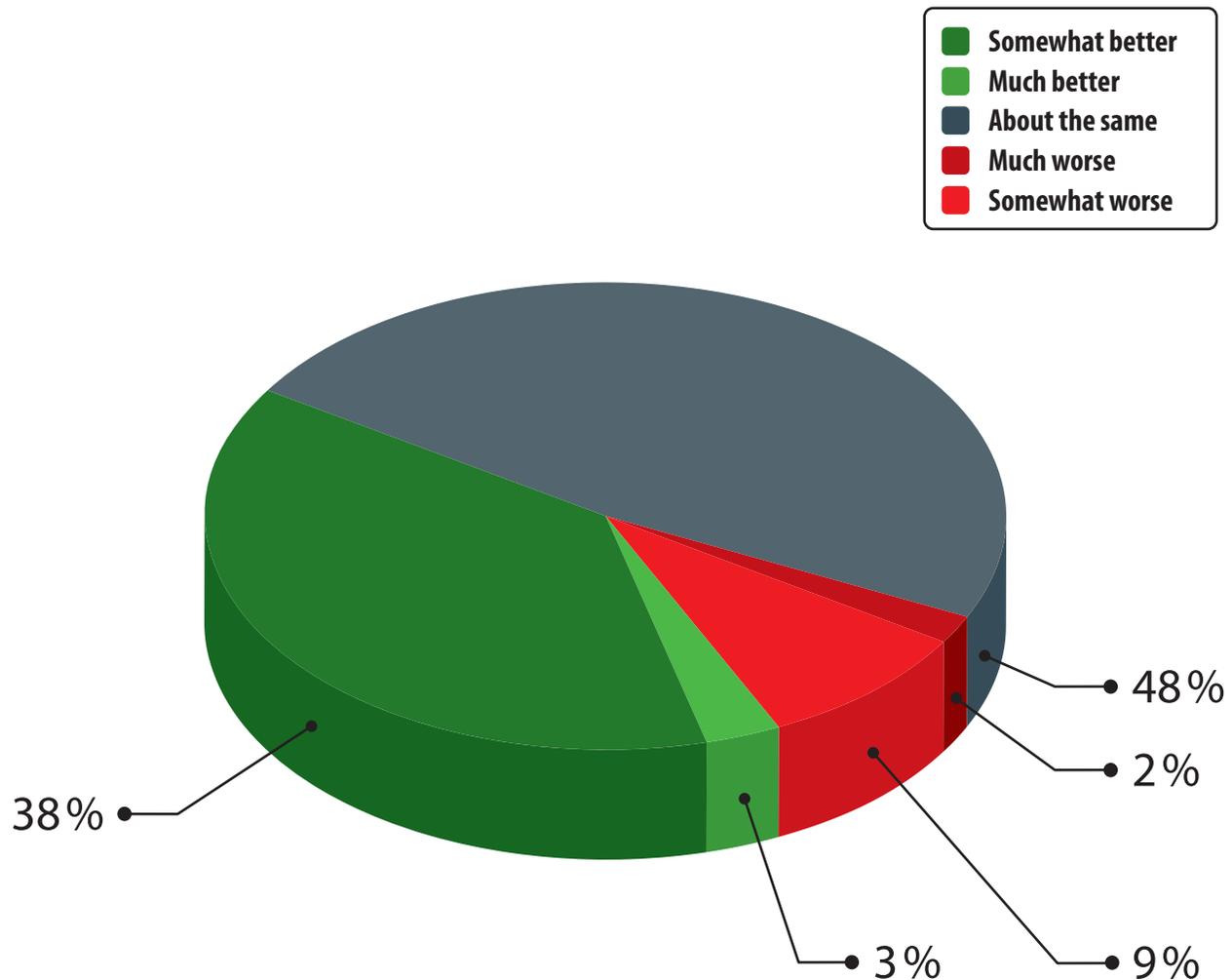
National Survey of BiH 2007  
N = 3,559

Base = All Respondents

# Situation in BiH

## - Expectation in One Year's Time

**Q:** What is your expectation for how things overall in BiH will be in a year from now? Will they be much better, somewhat better, about the same, somewhat worse or much worse?



National Survey of BiH 2007  
N = 3,473

Base = All Respondents

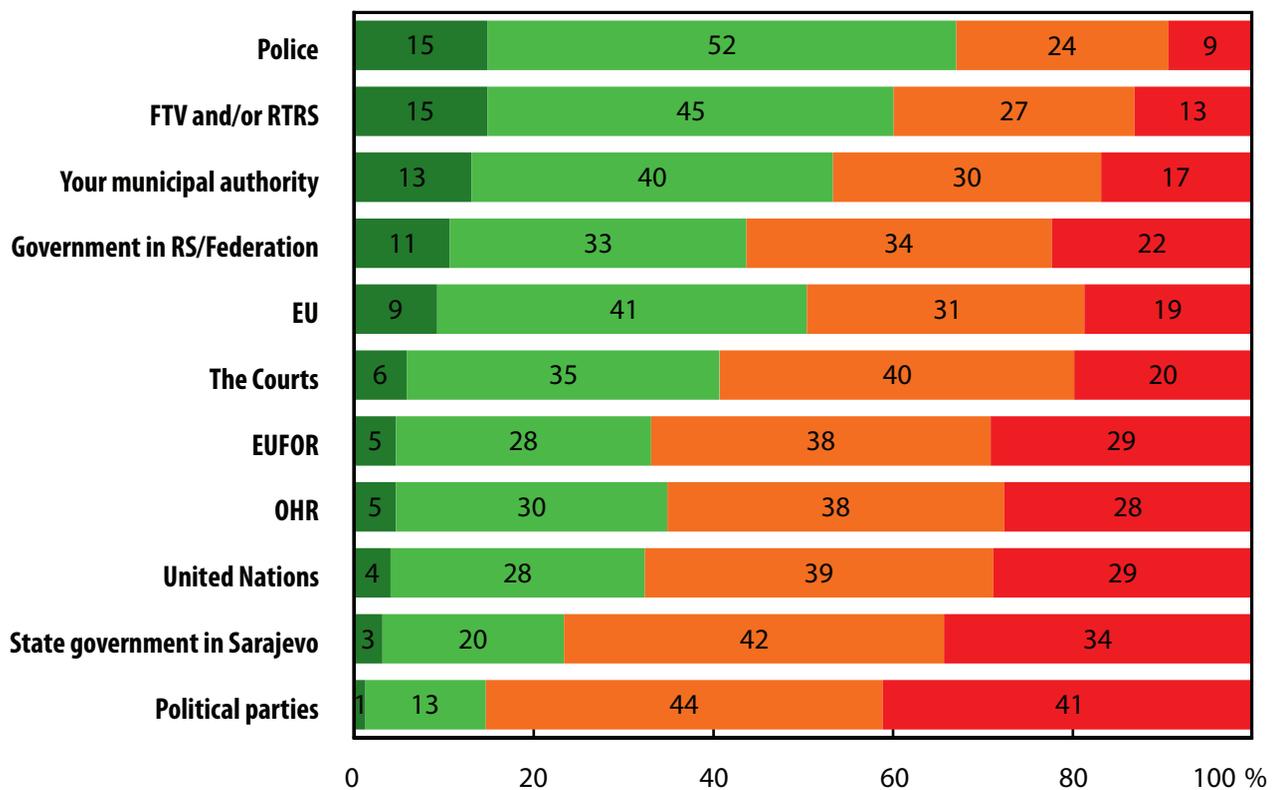
# Trust in Organisations

**Structural or constitutional aspirations are not matched by the trust scores awarded to the corresponding institutions. There is a gap between trust in State government and the endorsement to locate political power at the State level, although this varies in regards to the entity of residence (for disaggregated data please refer to the report). This suggests that current arrangements are met with a notion of mistrust and tolerance while respondents entertain hopes for structural changes in the long-term future. Also, respondents trust their police before any other institution. On balance, public service TV and municipal authorities are also trusted, although four out of ten do not trust the Public Broadcasting System and close to five out of ten do not trust municipalities at least “not very much”.**

# Trust - Organisations

**Q:** I am going to name a number of organisations. For each one, could you tell me how much confidence you have in them: is it a great deal of confidence, quite a lot of confidence, not very much confidence or none at all?

■ A great deal   
 ■ Quite a lot   
 ■ Not very much   
 ■ None at all



National Survey of BiH 2007  
Valid N = Variable (3,422 to 3,541)

Base = All Respondents

# Corruption

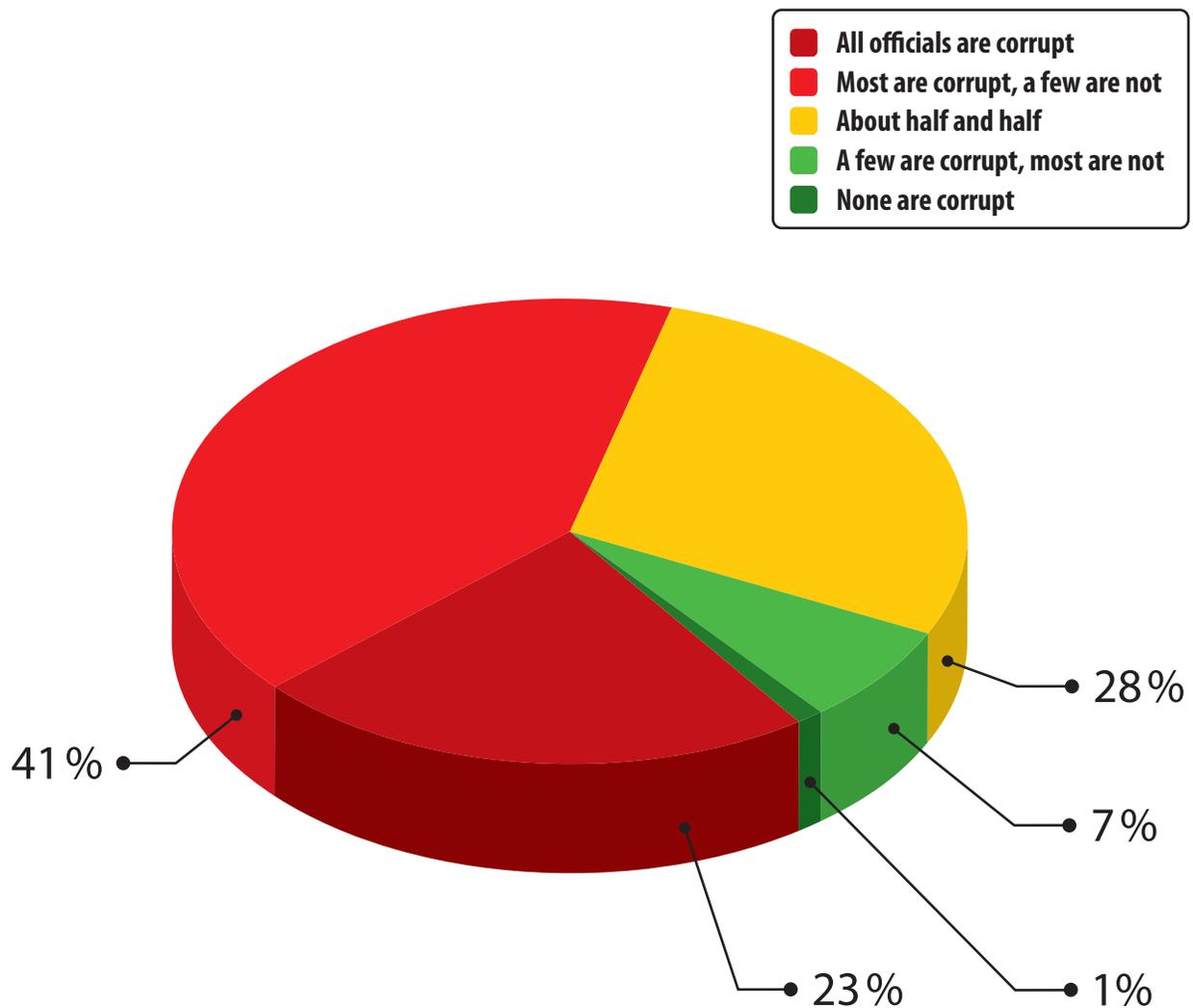
**Nine in ten respondents believe that the official sector is corrupt, and nine in ten say that officials generally do not assume their position by means of meritocratic processes. Eight in ten also believe that such corruption pervades all levels of government from high to low. Also, over two-thirds of respondents seem to think that at least half of the international organisations in BiH are corrupt. Respondents allege that corruption affects all international organisations with few exceptions.**

**However, actual experiences of corruption in the past twelve months appear in stark contrast with the allegations: an overwhelming majority of respondents cannot report incidents of corruption in the official sector and indeed in industry. Beliefs and actual experiences clash.**

**There are a number of significant statistical relationships. Importantly, beliefs in corruption correlate with political interest and low esteem in the country. Tackling popular conceptions of corruption may therefore produce a number of desirable side-effects.**

# Corruption - Officials in BiH

**Q:** Some people say that there is a lot of corruption by officials in BiH, others think there is little or none. How about you, what do you think?

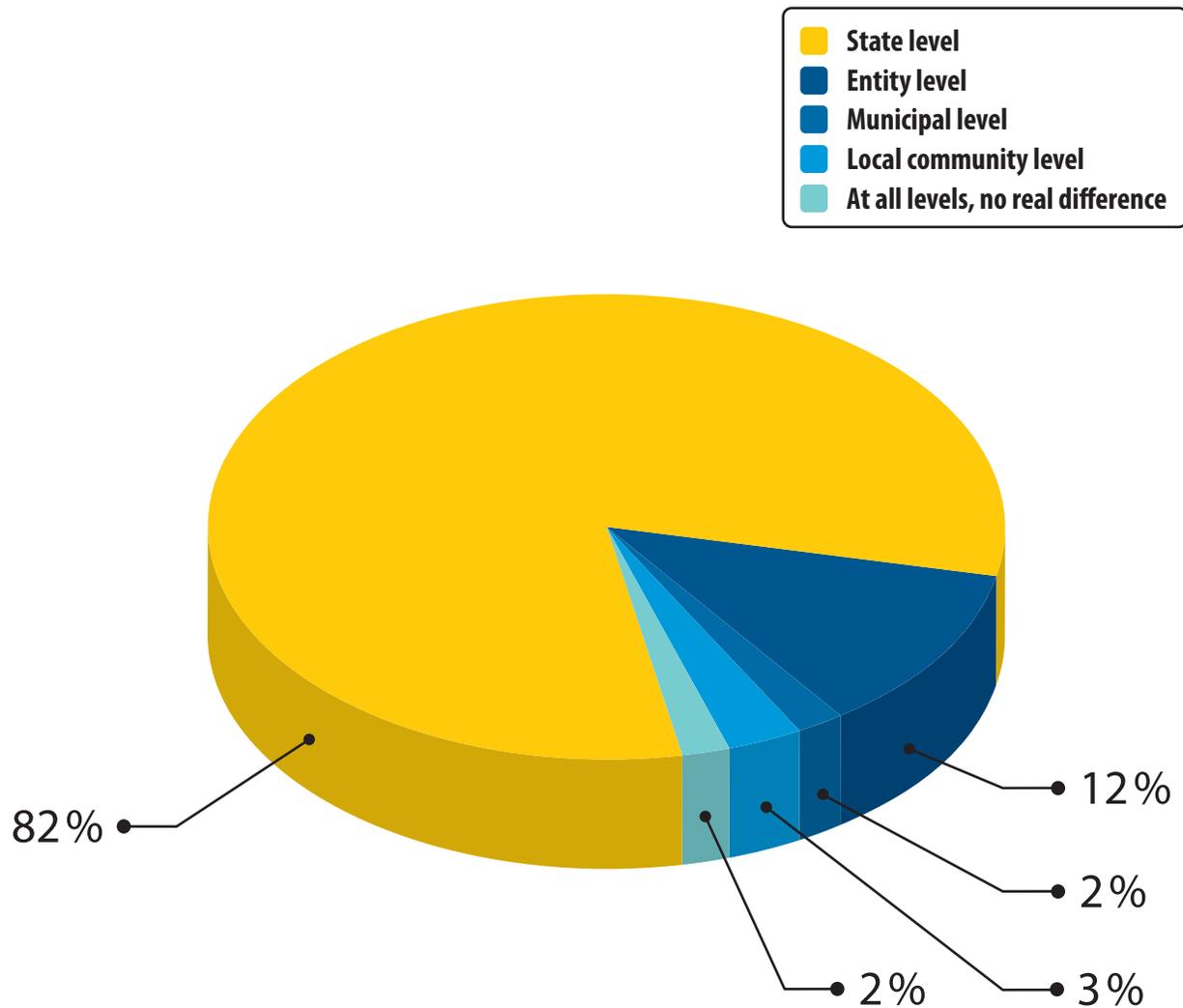


National Survey of BiH 2007  
Valid N = 3,381

Base = All Respondents

# Official Corruption - Where it Happens

Q: At what level do you think official corruption predominantly happens?

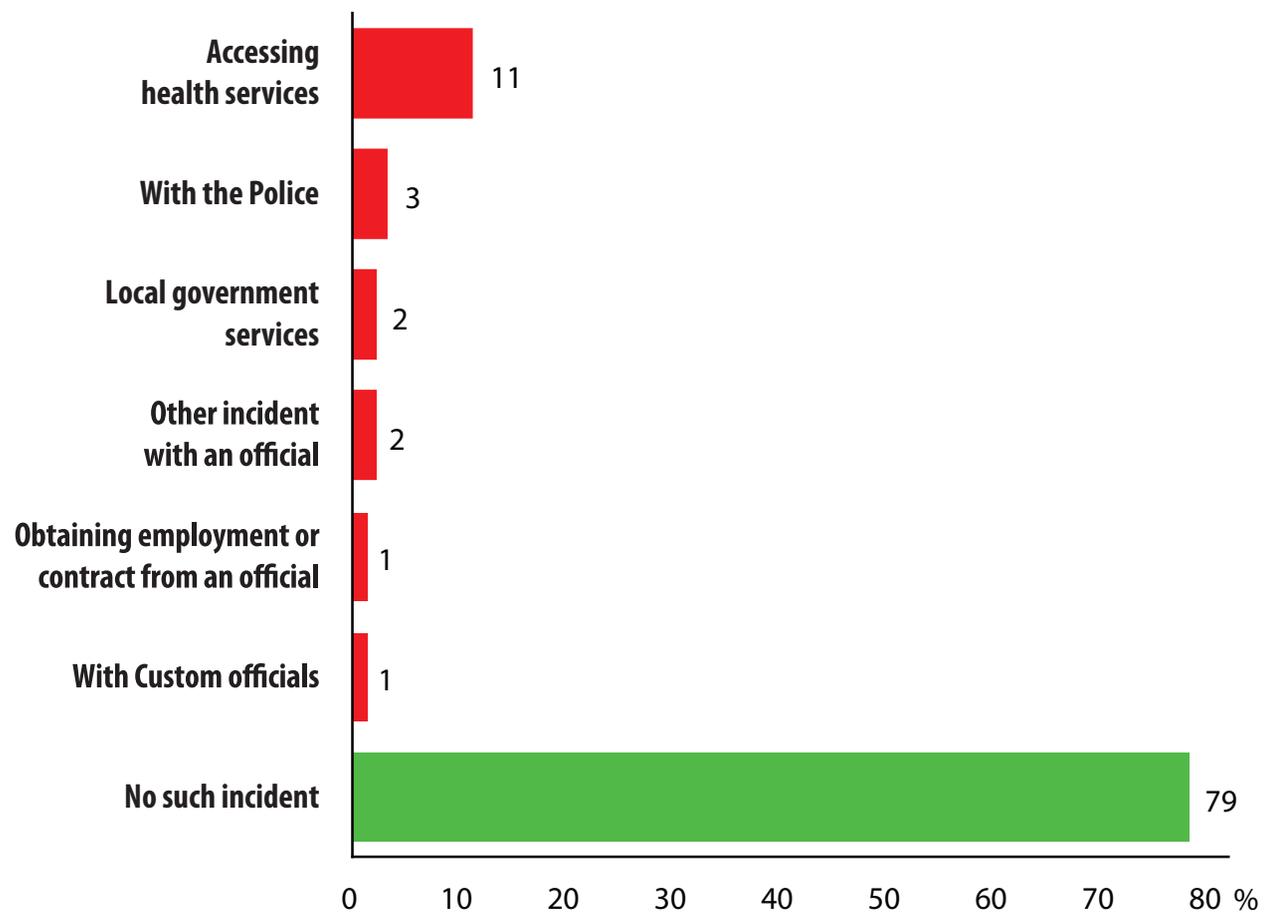


National Survey of BiH 2007  
Valid N = 3,306

Base = Respondents who did not reply 'Practically none of the officials in BiH are corrupt' in Q23

# Actual Experiences of Corruption - Official

**Q:** Irrespective of how widespread you think corruption may be, in the past year or so, did you experience corruption, for example that an official or health worker asked you for money, a gift or a favour?



Multiple Response Set

National Survey of BiH 2007  
Valid N = 2,730

Base = All Respondents

# Self-Identification

**Almost nine out of ten respondents identify themselves with BiH citizenship. However, there is a small minority of 14.2% (mostly Serb-Orthodox but also some Catholics) who identify solely with their ethno-religious group.**

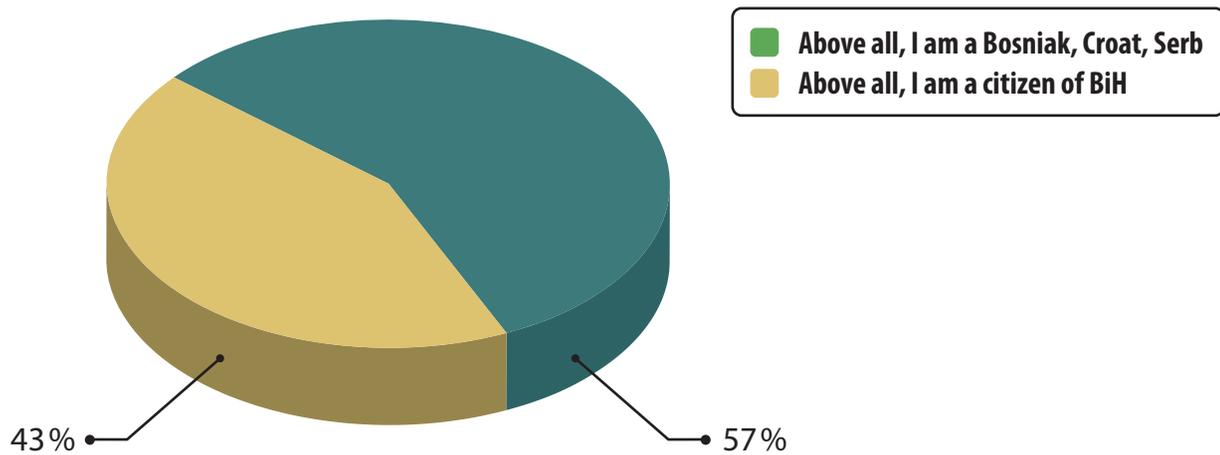
**As explained in the report, economically and in their education they tend to be at the lower end of the spectrum, yet there is no indication that they are disproportionately affected by unemployment. Some were displaced but never returned. Their trust is primarily extended to local institutions, and not to the State government or the international community. In terms of BiH's future political structure, they strongly favor the preservation of the status quo.**

**These exclusive identifiers are less likely to engage in peaceful active forms of political participation and are more than twice as likely to use violence to achieve political ends.**

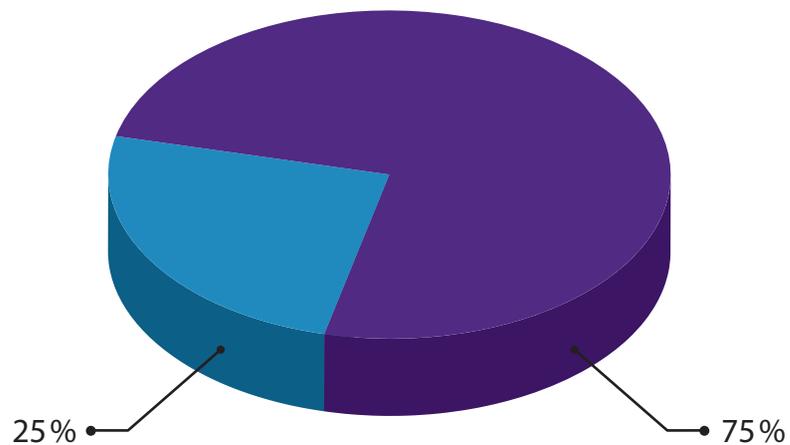
**The data suggest that the exclusive identifiers represent a section in BiH society, which requires close monitoring in preparation for any significant changes, especially constitutional ones.**

# Self - Identification A

Q: Which of the following best describes you?



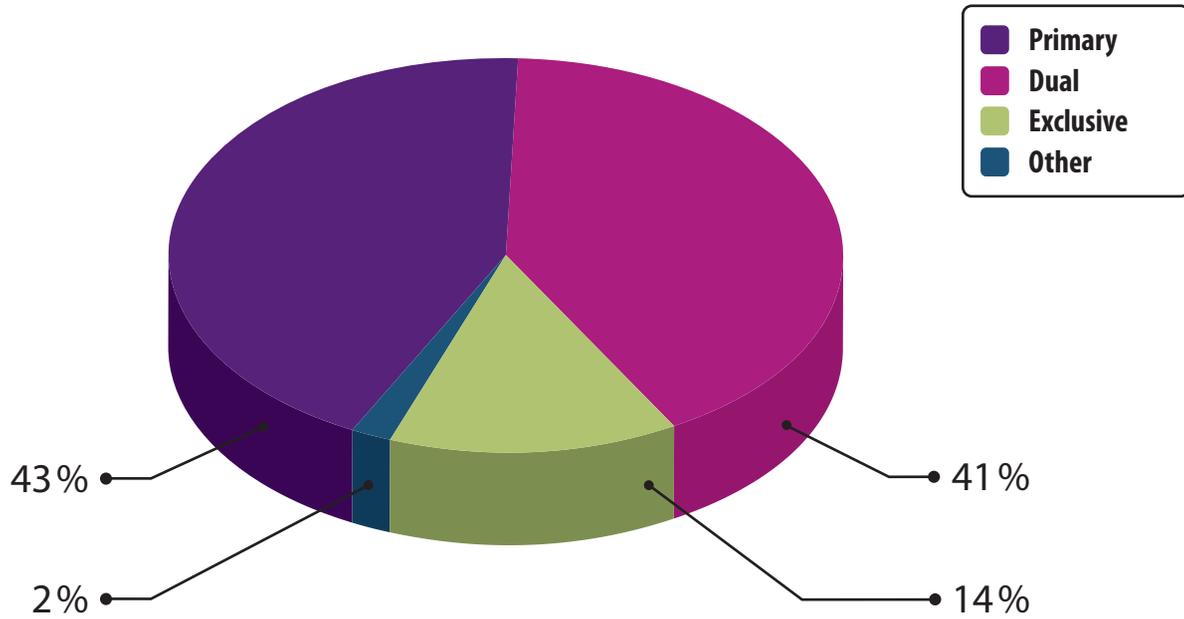
Q: As well as thinking of yourself as a [Bosniak, Croat, Serb], do you also think of yourself as being a citizen of the whole of BiH?



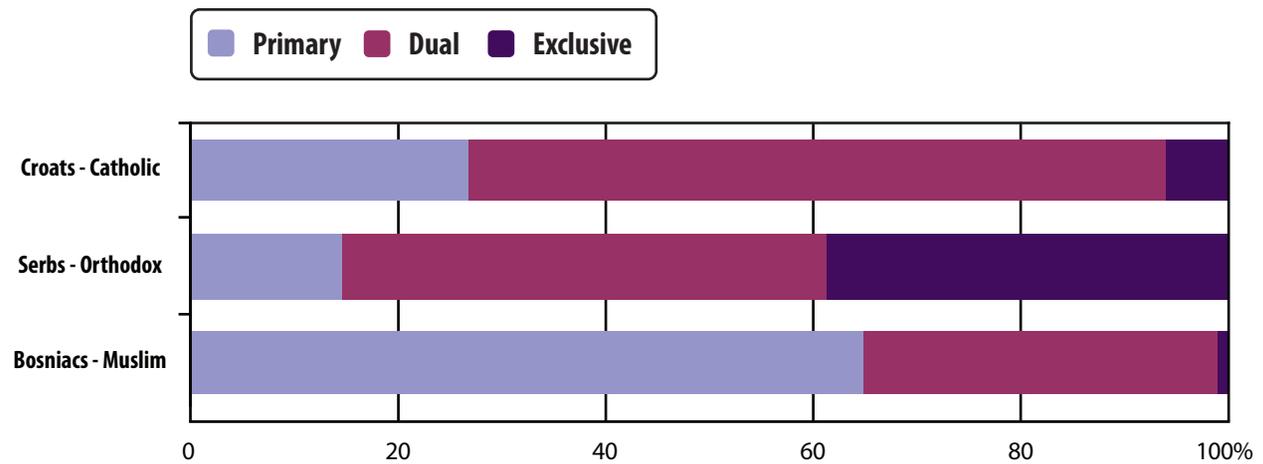
National Survey of BiH 2007  
Valid N = 3,580

Base = All Respondents

# Self - Identification B



This chart illustrates the breakdown by religion of Primary (BiH), Dual (BiH and ethno-religious) and Exclusive (only ethno-religious) identities



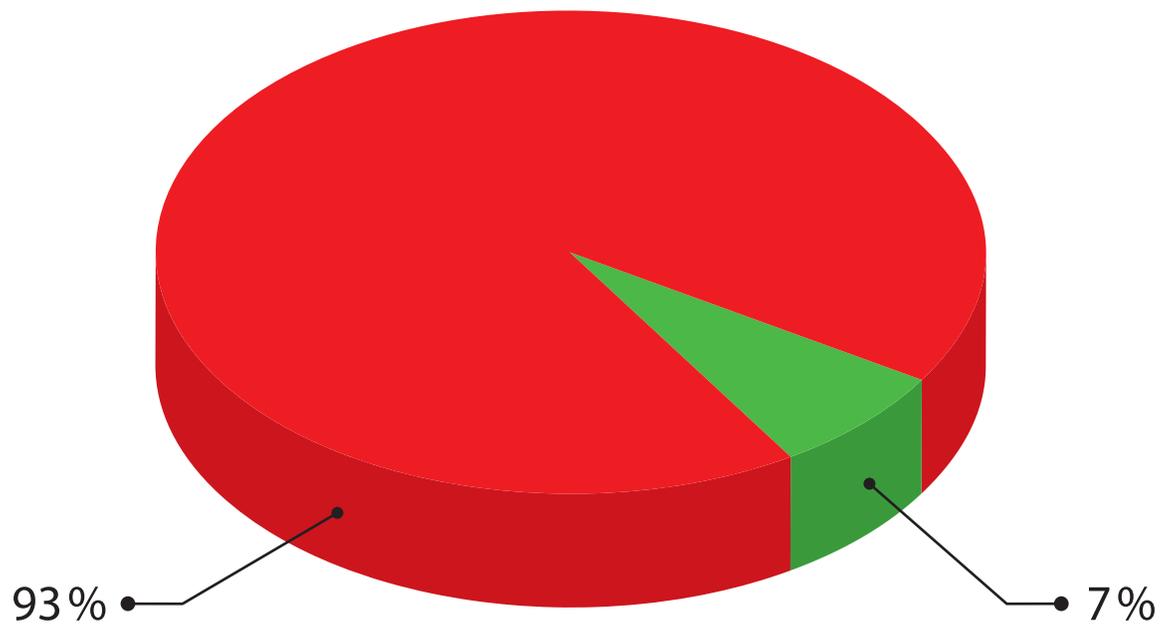
# Social Trust

**It appears that people in BiH do not trust each other very much. In fact, with only around one in 14 respondents (7.2%) saying you can trust other people, there appears to be a breakdown in social trust. Social trust in BiH is virtually non-existent: international comparisons, including countries such as Iraq, relegate BiH to the last position. Also, people in BiH do not expect much fairness from their fellow citizens.**

**A large majority of young people have low commitment to the country, as they would like to migrate abroad if they had the opportunity. Asked if they wish to leave BiH, 38.5% of the total sample say they would if given the opportunity. Critically, close to two-thirds (62.6%) of people below the age of 30 say they wish to emigrate.**

# Social Trust

**Q:** Generally speaking, would you say that most people can be trusted or that you have to be very careful in dealing with people?

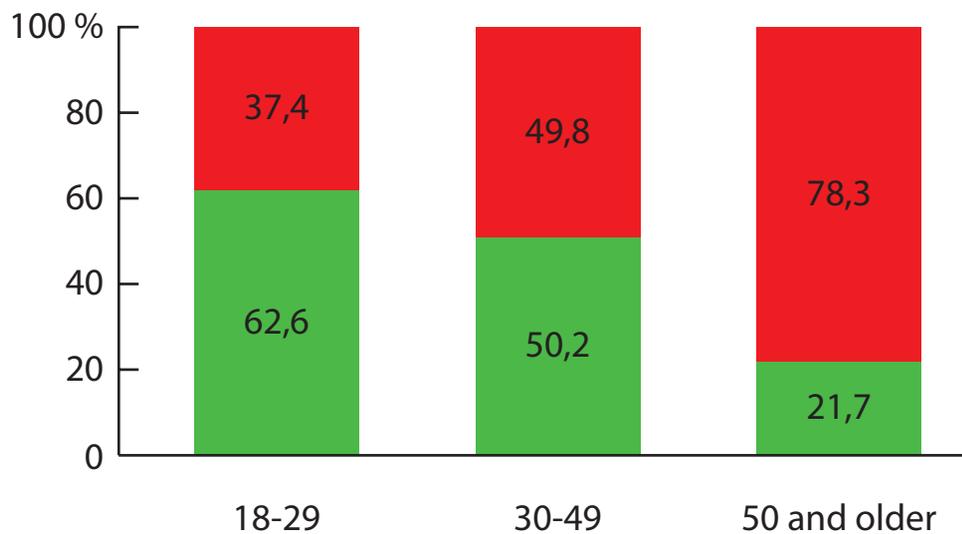
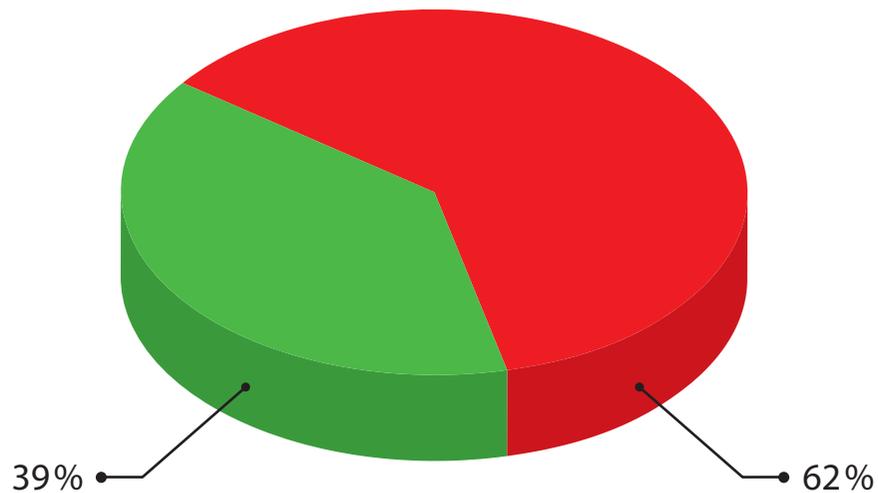


National Survey of BiH 2007  
Valid N = 3,543

**Base = All Respondents**

# Would You Leave BiH?

Q: If given an opportunity, would you leave BiH and live somewhere else?



National Survey of BiH 2007  
Valid N = 3,522

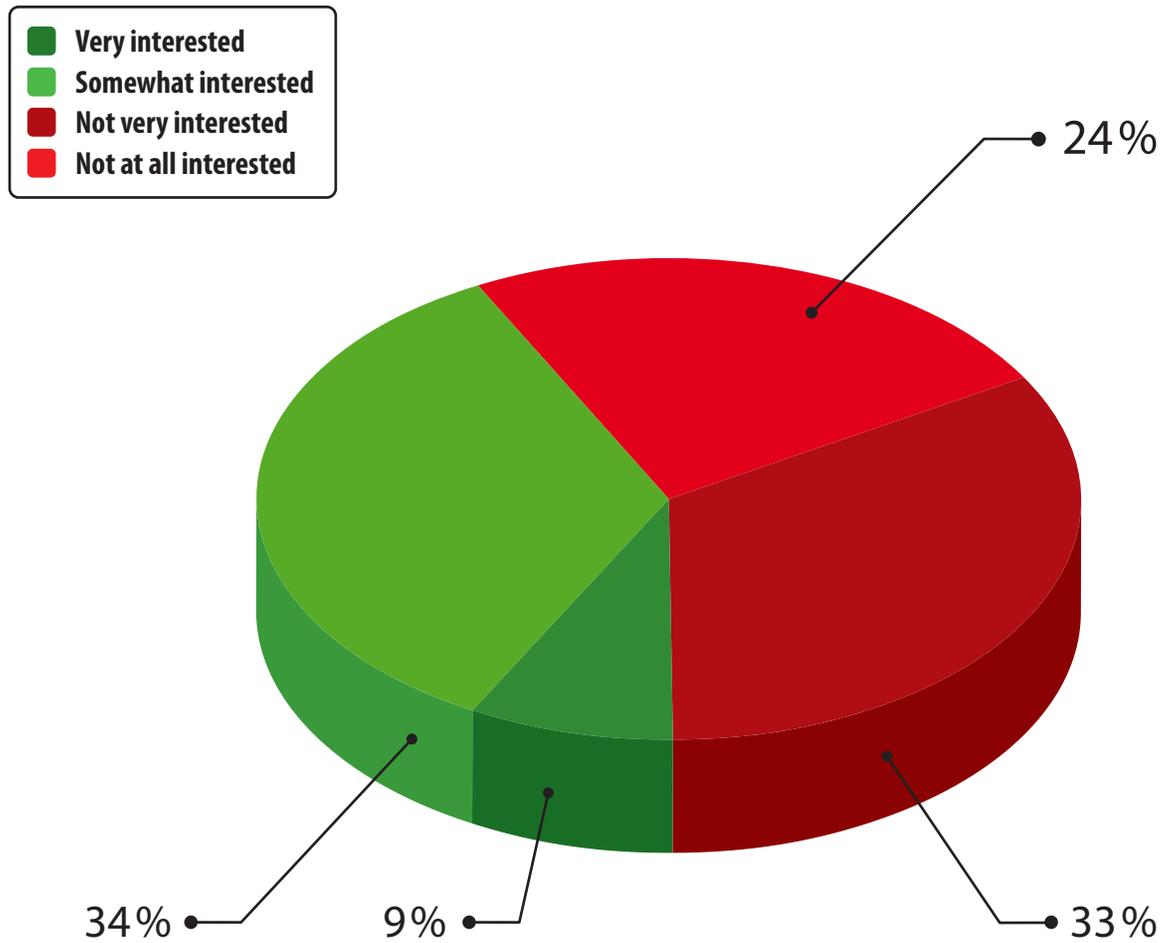
Base = All Respondents

# Interest in Politics

**It appears that the relationship between BiH voters and the political world is not one of active interest and involvement. Given the range of pressing issues arising from policy priorities, levels of politicization appear low. In fact, one might argue that non-engagement is an underlying hallmark of the relationship between citizens and politics. No other transitional country has a similar proportion of respondents who say they are 'not at all' interested in politics. Low interest in politics predominantly affects young people and those with low education.**

# Interest in Politics

Q: How interested would you say you are in politics?

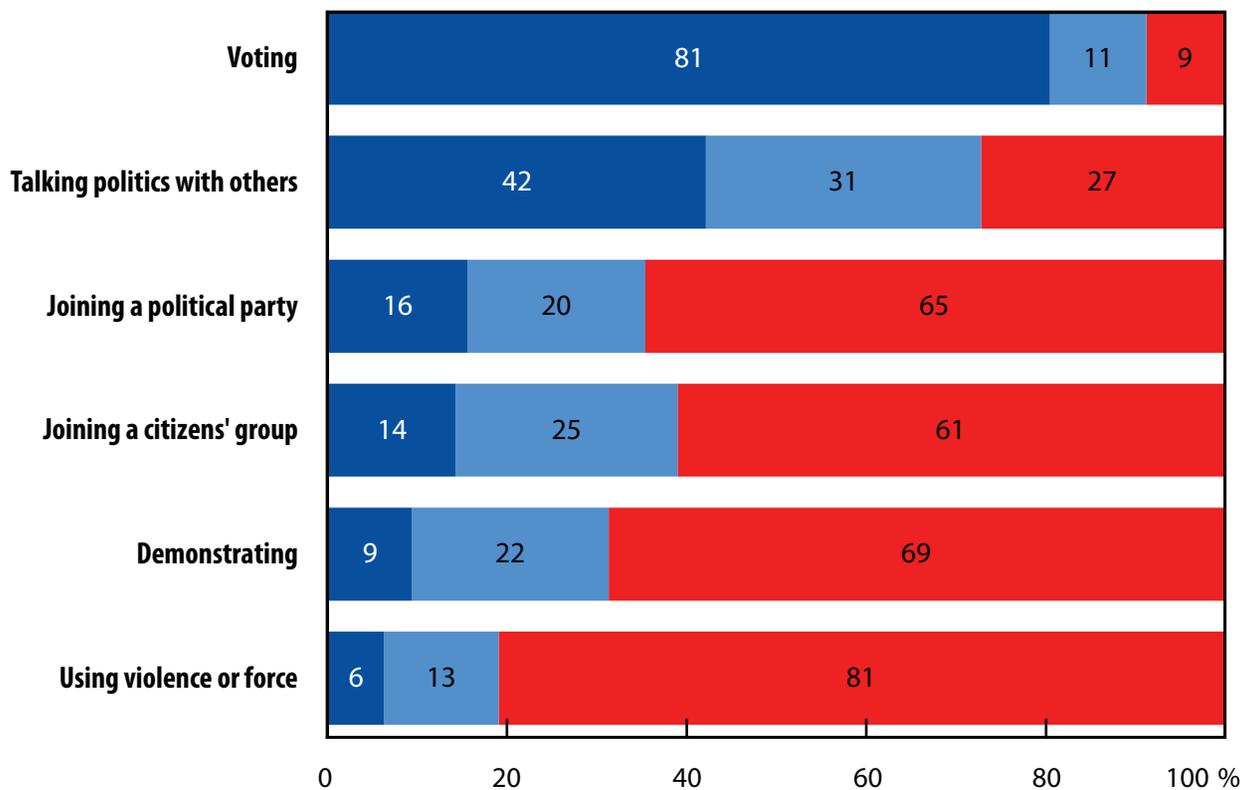


National Survey of BiH 2007  
Valid N = 3,575

Base = All Respondents

# Involvement in the Political Process

**Q:** I'm going to read out some different forms of political action that people can take, and I'd like you to tell me, for each one, whether you have actually done any of these things, whether you might do it or would never, under any circumstances, do it.



National Survey of BiH 2007  
Valid N = 3,580

Base = All Respondents

**TOMORROW**

# Future Structure of the Country

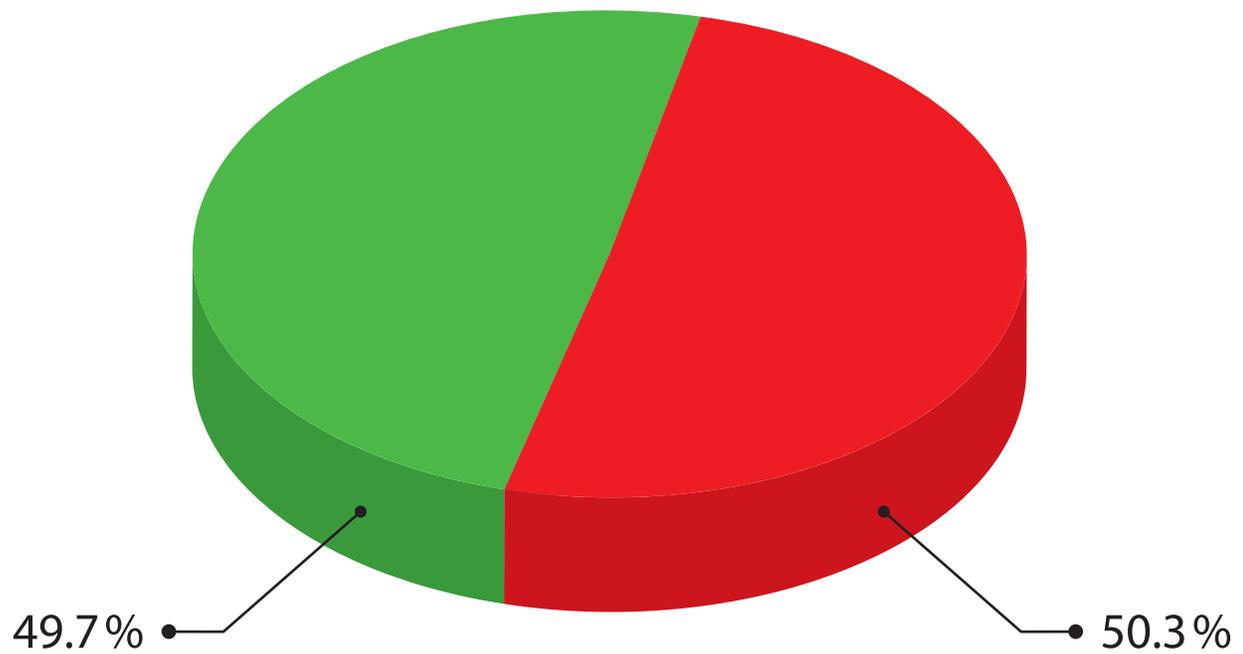
**There is a resounding mandate for change: nine in ten respondents favor 'Big Change'; half of the respondents reject the Dayton Constitution; nearly three quarters say they wish to change the system of government. However, the difference with respect to ethno-religious affiliation is considerable.**

**The federal alternative - centralized state with strong regions - outpaces other models, including the current status quo. On aggregate scores a centralized BiH with strong regions gathers most support and is opposed by hardly anyone. Therefore, it appears least likely to entrench any significant minority. This option also does well in terms of envisaged likelihood of outcome. In fact, very few respondents think it is unlikely to come about. Opponents of this option are no more likely to resort to violence than the rest of the sample.**

**Overall, the sense of unity presents itself as a multi-source emergent theme in this survey. The Silent Majority of BiH is more interested in variants of unity than it is in division.**

# Has DPA worked?

Q: All in all, and everything considered, do you think the DPA has worked for BiH or not?



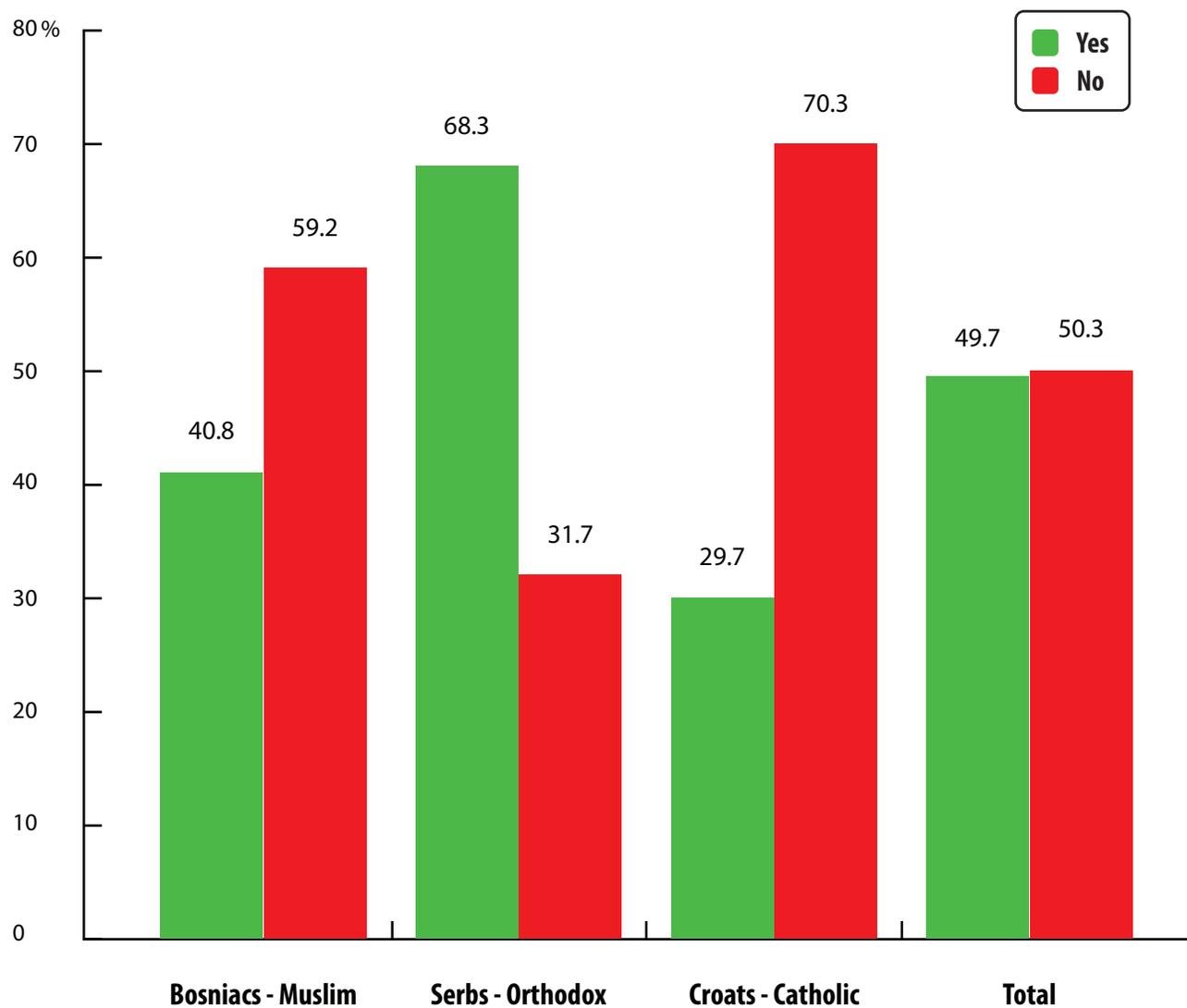
National Survey of BiH 2007  
Valid N = 2,951

Base = Respondents who are aware of DPA

# Has DPA worked?

## - Based on Ethnoreligious Affiliation

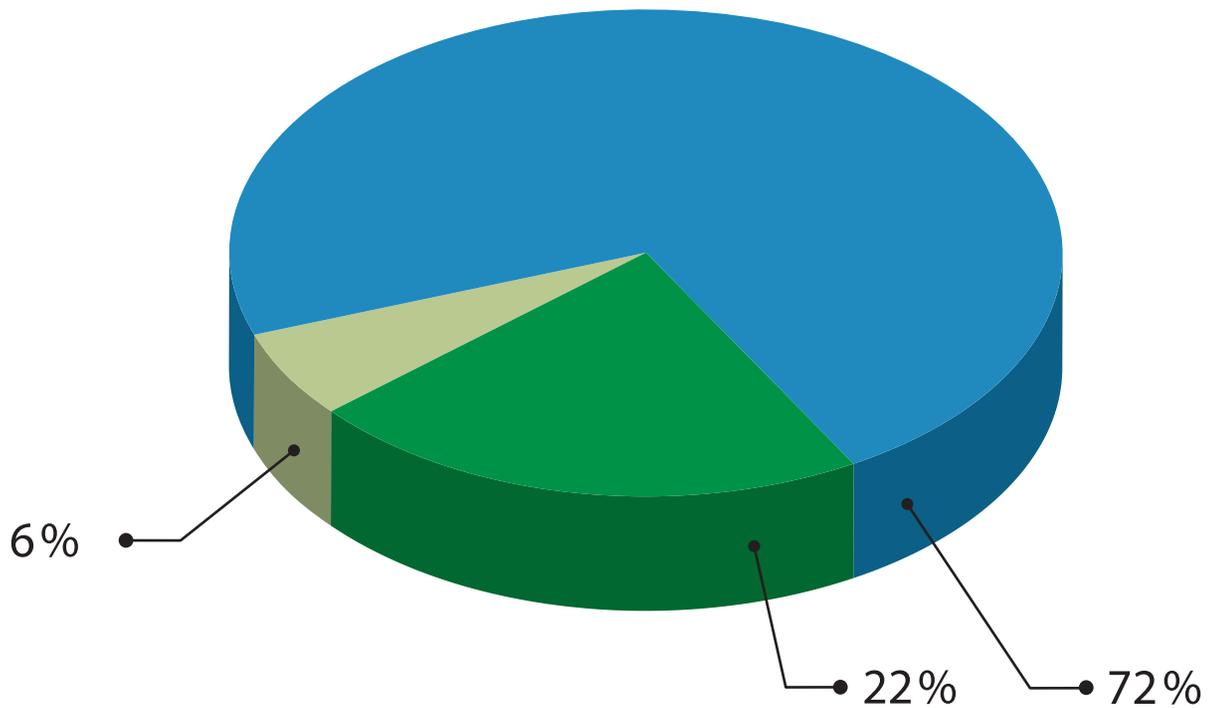
Q: All in all, and everything considered, do you think the DPA has worked for BiH or not?



# Changing the System of Government

**Q:** Some people think that the system of government in BiH is too complicated and should be changed. Others say it is about right. Which of the following statements is closest to your view?

- Too complicated needs change
- Complicated but no urgency to change
- About right, no change needed

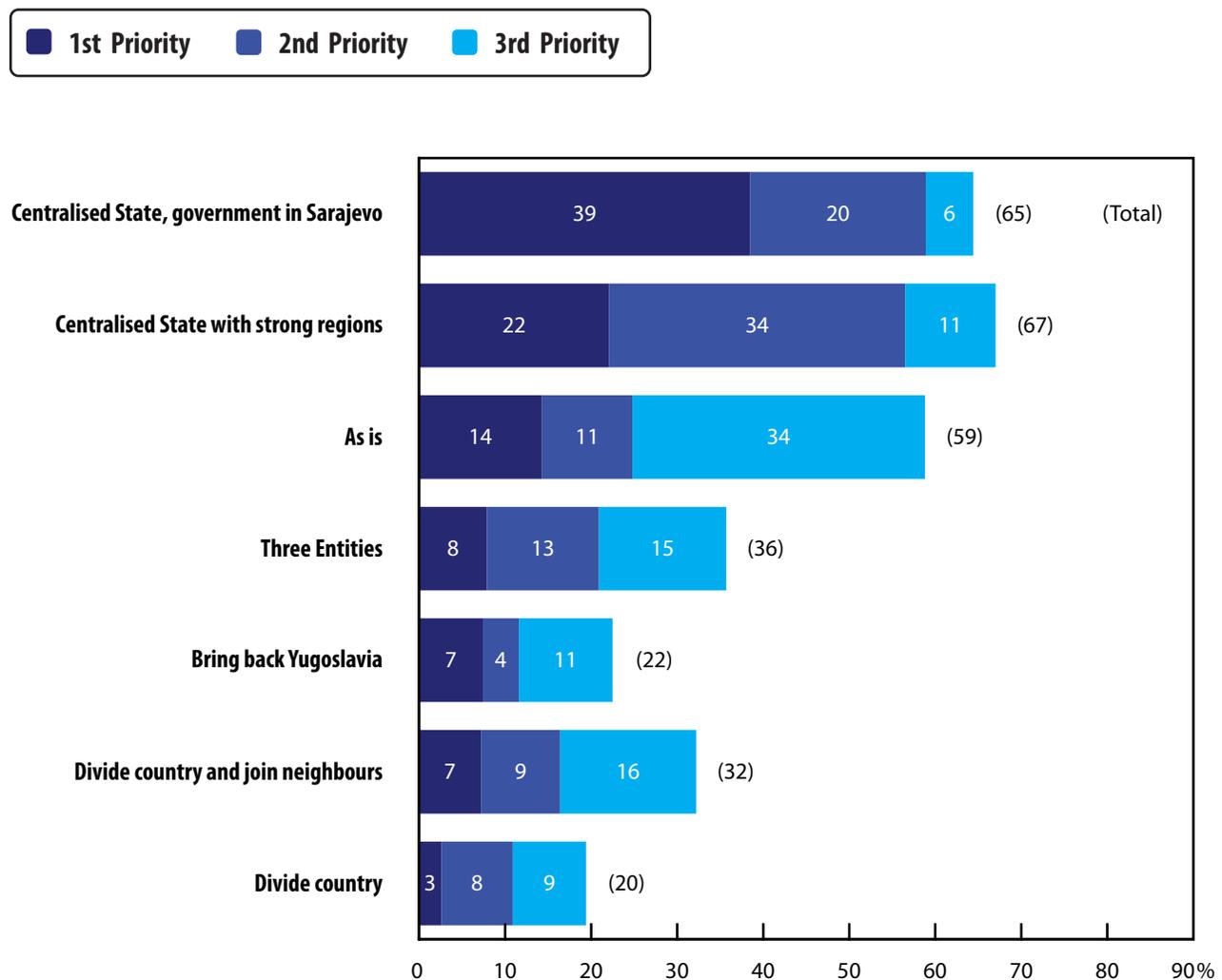


National Survey of BiH 2007  
Valid N = 3,346

Base = All Respondents

# Future Structure of the Country

**Q:** Irrespective of what you may think is possible at this time, in an ideal world, which structure should this country have in future?

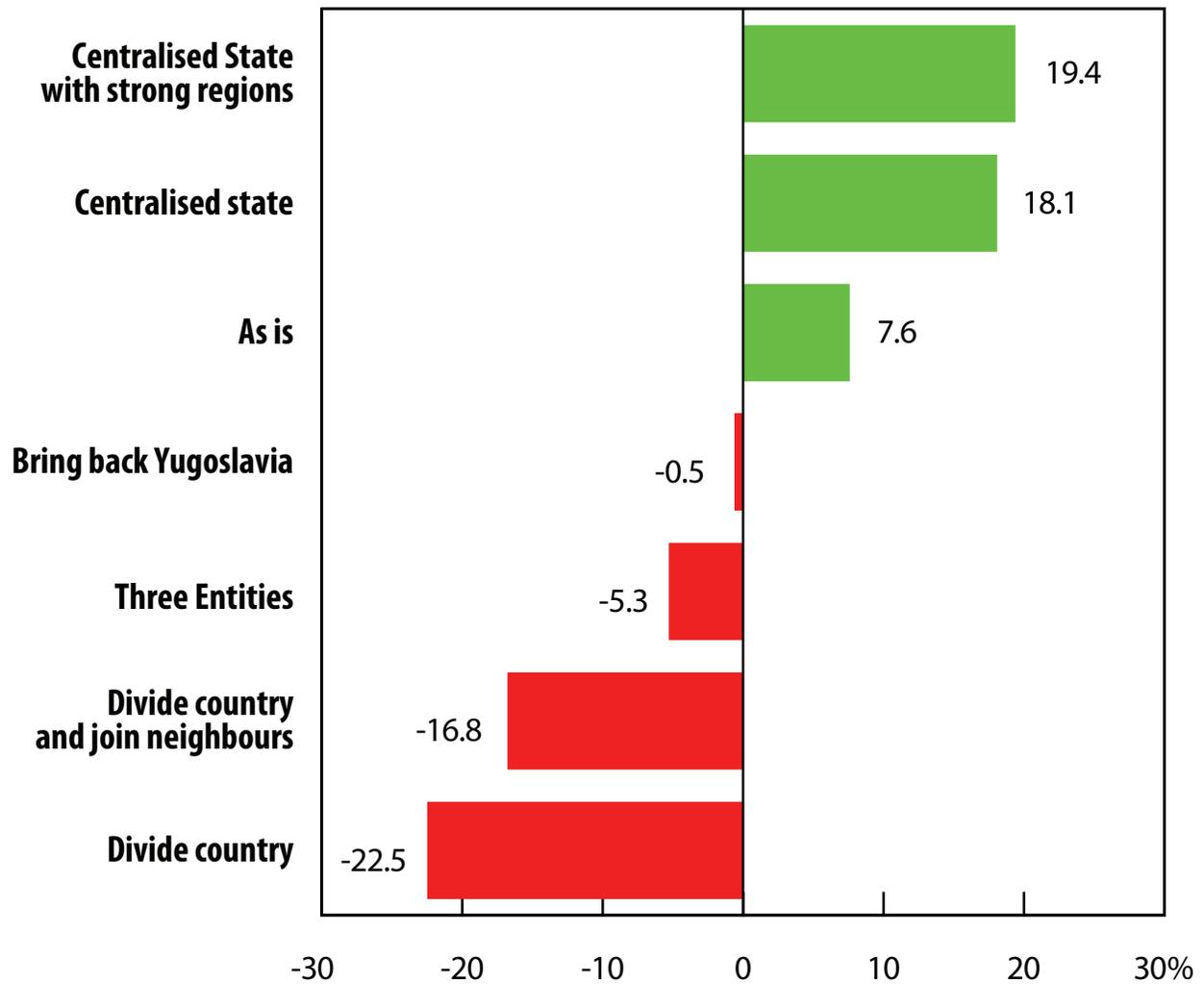


National Survey of BiH 2007  
Valid N = Variable (1,731 to 3,559)

**Base = All Respondents**

# Desired Future Structure of BiH

The graph illustrates the net difference of "First Choice" less "No Choice at All"

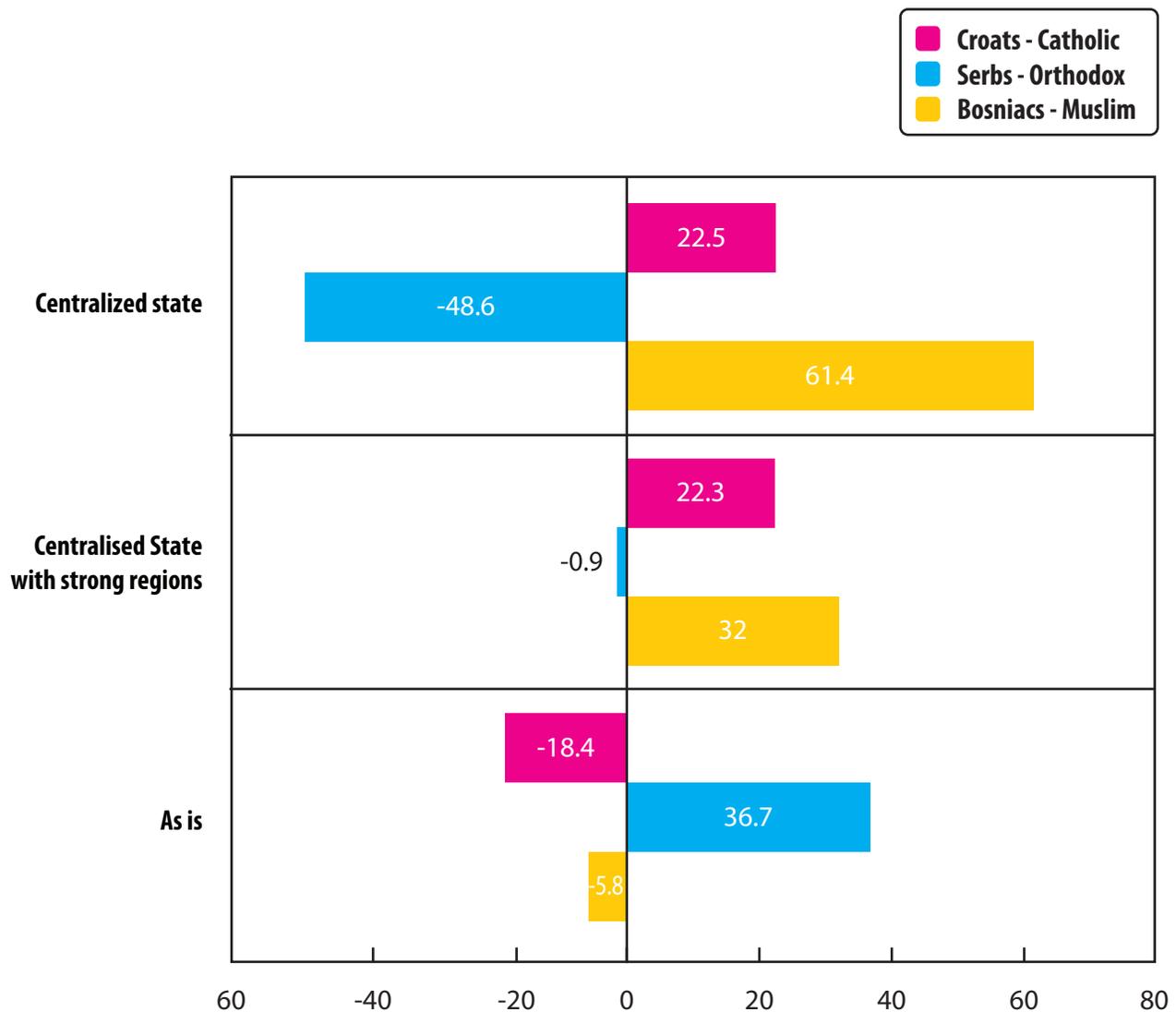


National Survey of BiH 2007

Base = All Respondents

# Future Structure of BiH Based on Ethnoreligious Affiliation

The graph illustrates the net difference of "First Choice" less "No Choice at All"

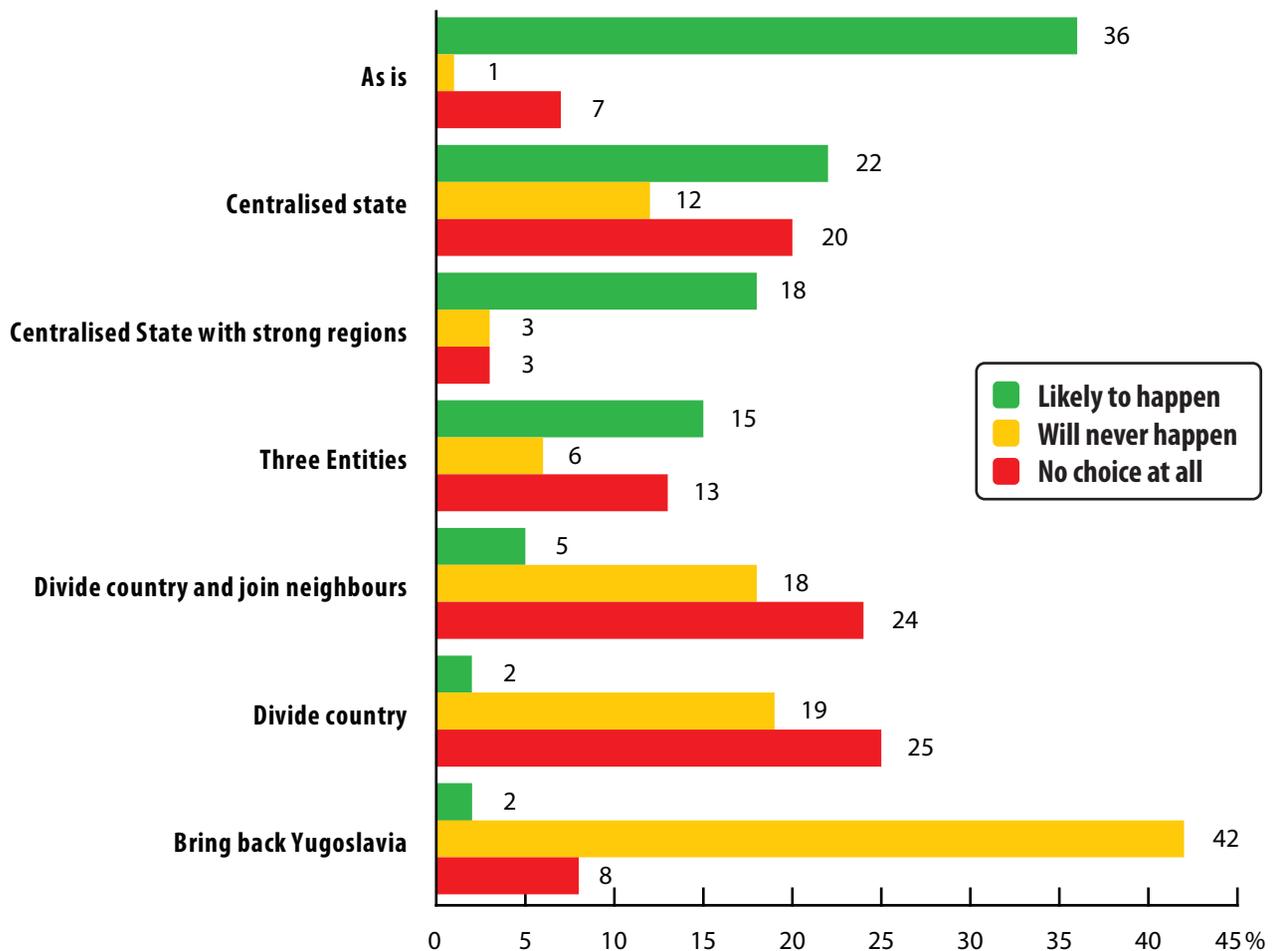


National Survey of BiH 2007  
Valid N = Variable (1,731 to 3,559)

Base = All Respondents

# Likelihood of the Future Structure of BiH

- Q: Also, please tell me which one you think is not a choice at all.
- Q: Irrespective of any choices you gave me before, which option do you think is most likely to actually happen?
- Q: Also, please tell me which one you think will never happen



National Survey of BiH 2007  
Valid N = Variable (3,140 to 3,368)

Base = All Respondents

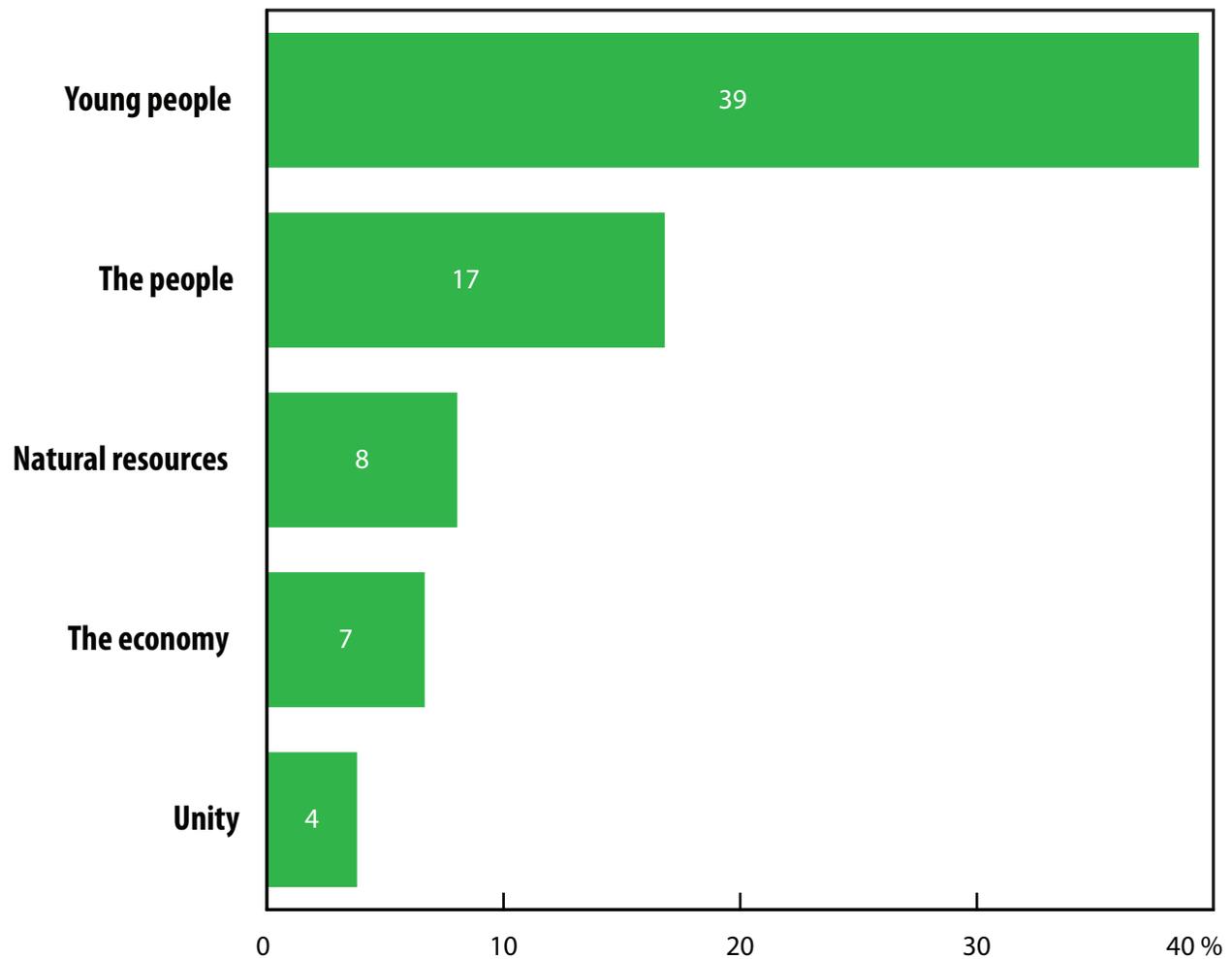
# **Strengths & Weaknesses, Priorities and Visions of the Future of BiH**

**The main perceived strengths of BiH are ‘young people’ and ‘people’ in general. The country is perceived to be rich in human resources but less so in other assets. The main weaknesses are economic concerns (unemployment), corruption and politics. The vision of the longer-term future is the EU. The powerful belief that the future of BiH is essentially being part of a supra-national body (the EU) underpins the idea that there is perhaps limited confidence in domestic structures. Low trust in government institutions (Section 6) supports this view. It appears that BiH respondents are looking outside of BiH for visions and solutions. At the same time, there is the notion that people ‘should take their fate in their own hands’, not to ‘wait for the outside world to decide’ and that people can be in charge.**

**Following socio-economic demands BiH citizens choose coalescence (‘growing BiH into one country’) over infrastructural improvements and the fight against corruption. De-mining, prosecuting war crimes and defense are no longer seen as priorities. This shows that economic progress and constitutional issues over unification dominate the policy agenda.**

# Top Five - Main Strength of BiH

**Q:** What do you think is the main strength of BiH?  
*Open-ended question / Free response*

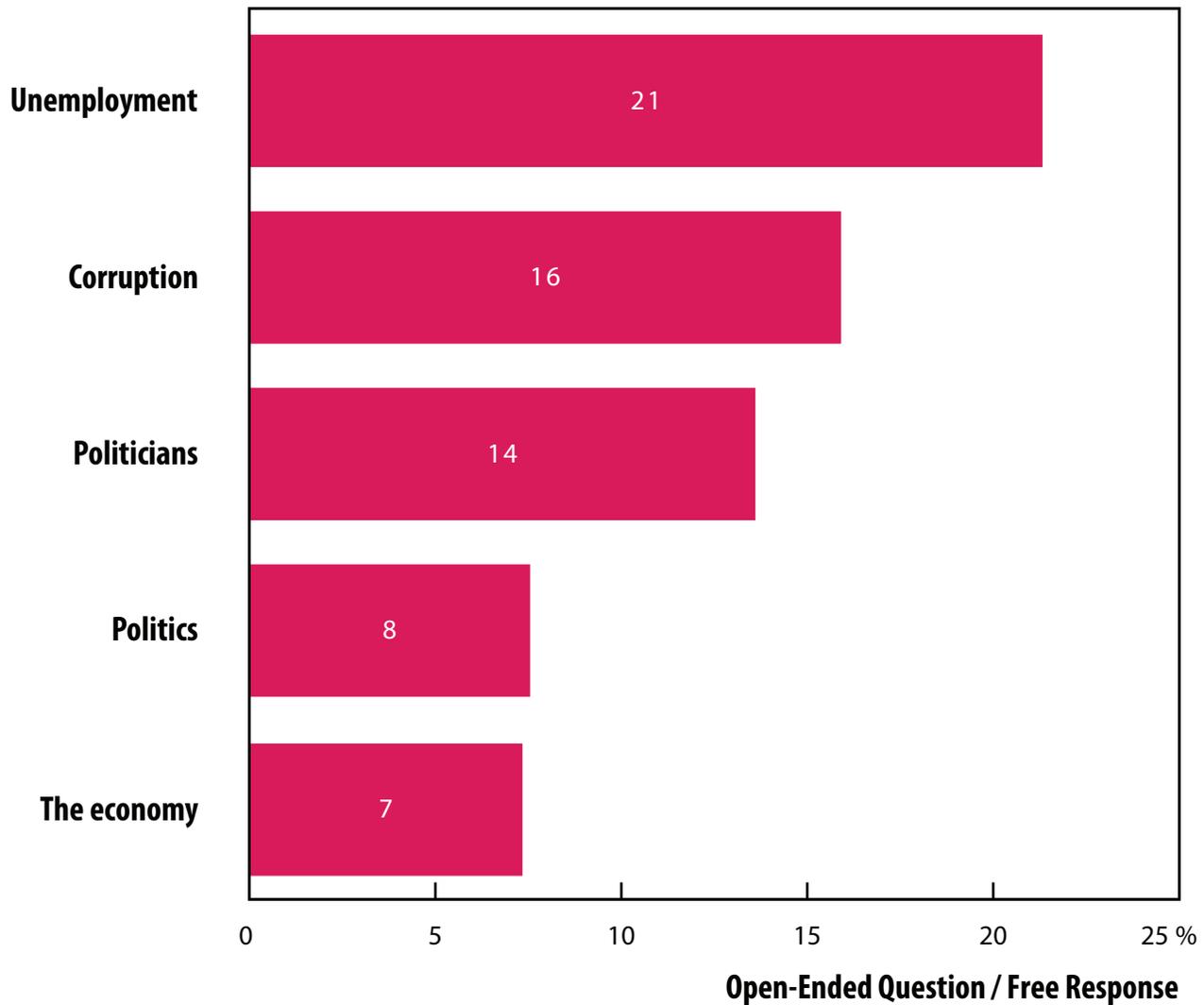


National Survey of BiH 2007  
Valid N = 2,623

**Base = All Respondents**

# Top Five - Main Weakness of BiH

Q: And what do you think is its main weakness?

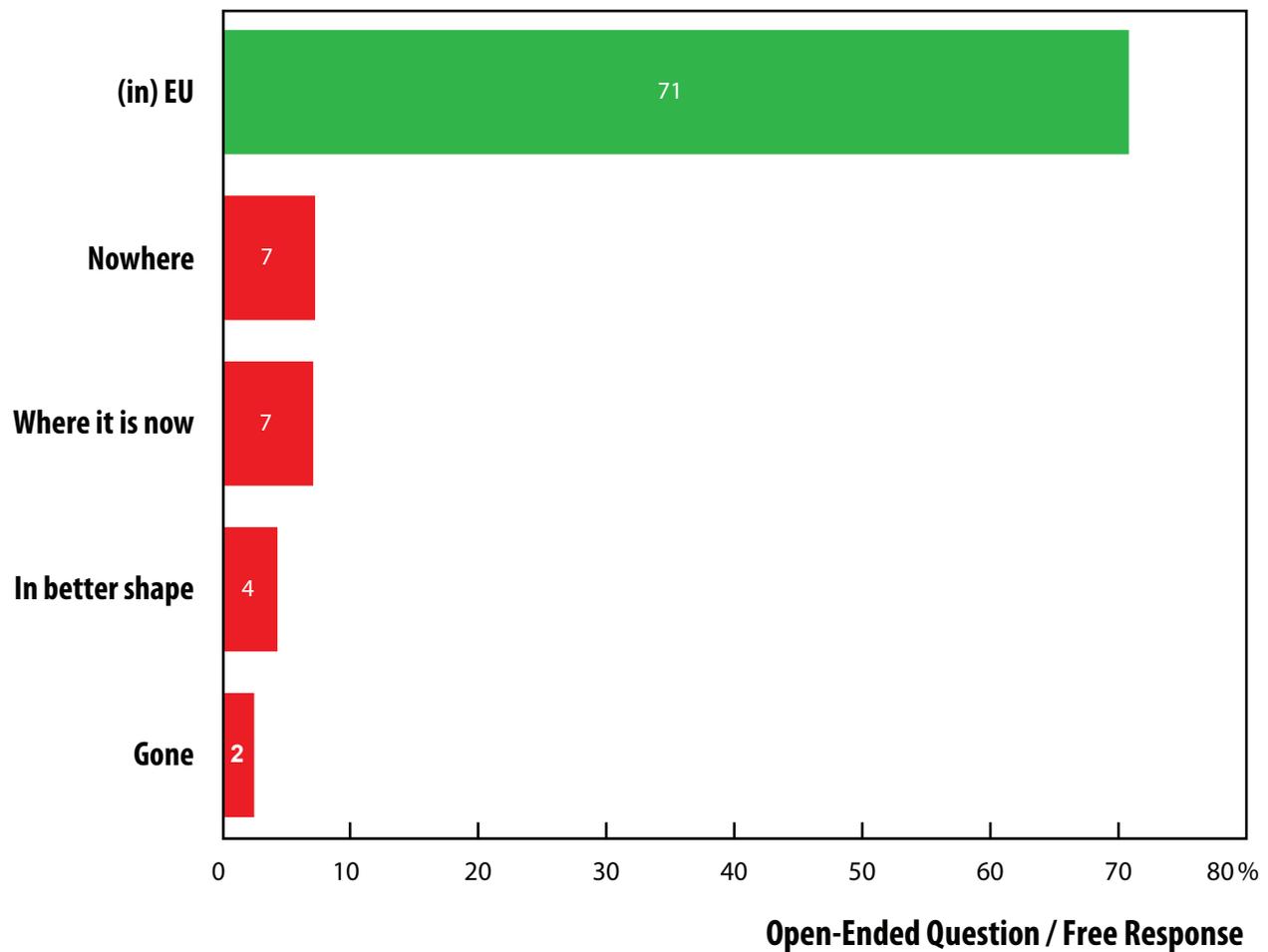


National Survey of BiH 2007  
Valid N = 3,078

Base = All Respondents

# Top Five - BiH in 20 Years

**Q:** Irrespective of what you think may be possible from today's perspective: ideally, what or where should BiH be in twenty year's time?

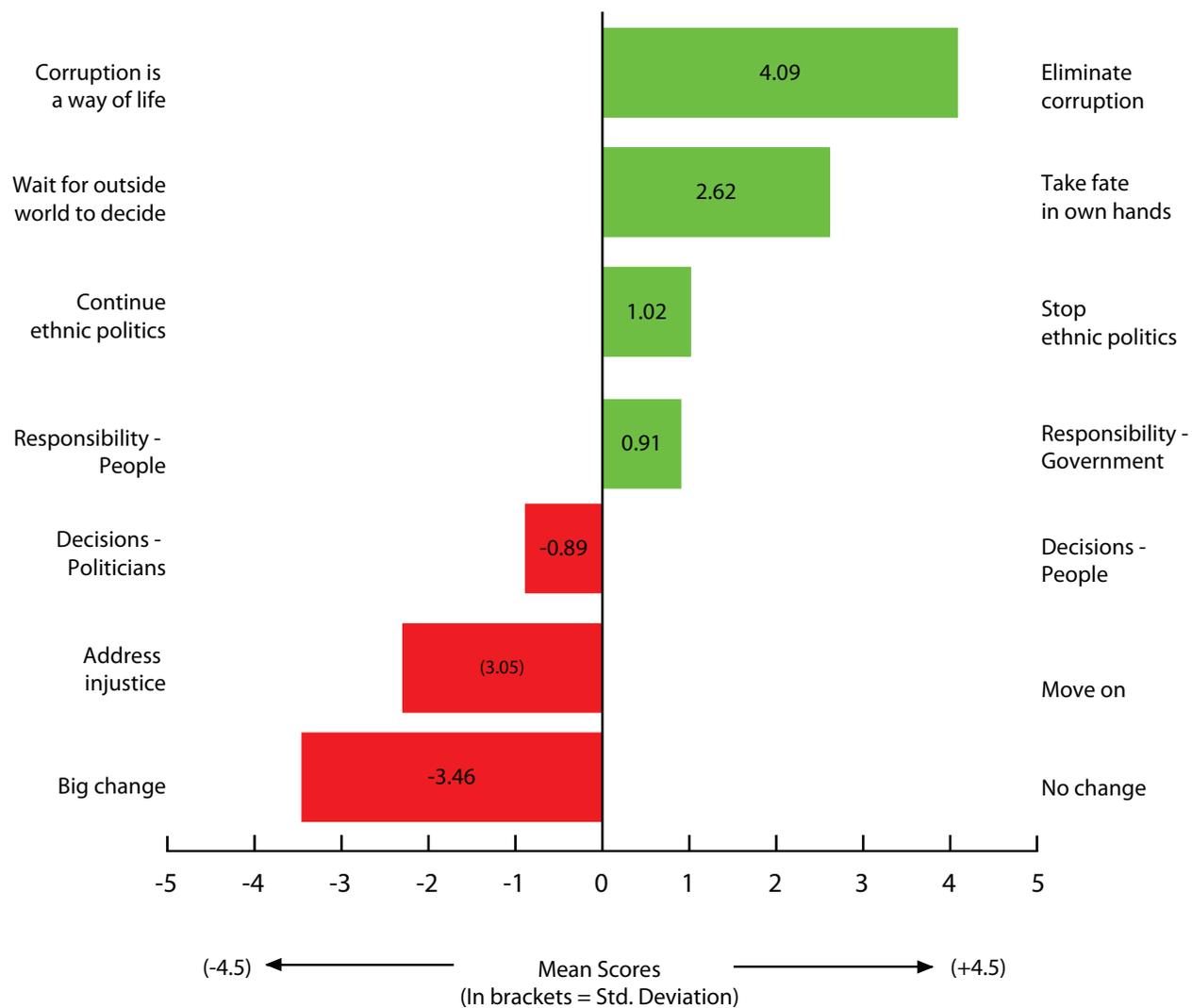


National Survey of BiH 2007  
Valid N = 2,690

Base = All Respondents

# Direction of Change - Mean Scores

Q: How would you place your views on this scale?

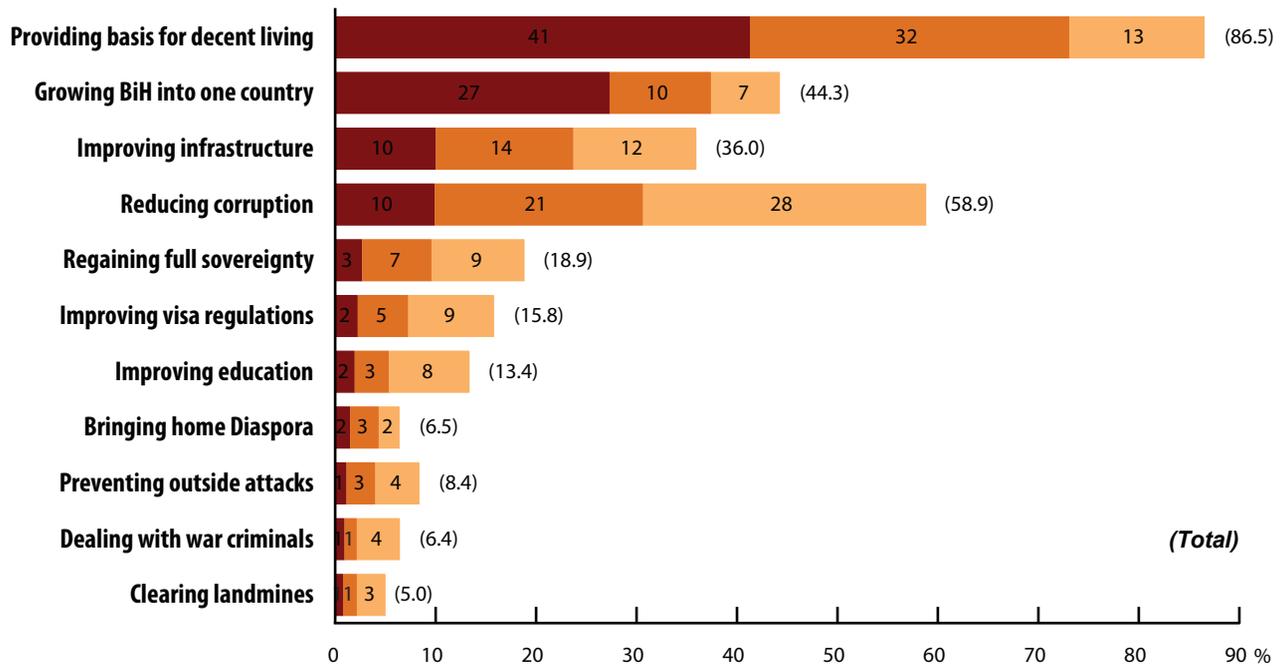
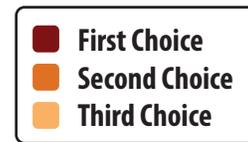


National Survey of BiH 2007  
Valid N = Variable (3,324 to 3,568)

Base = All Respondents

# Policy Priorities - Top Choices

**Q:** I am going to read some ideas about priorities for BiH for the next 12 months.  
Please tell me which one is your first priority, your second priority and your third priority.

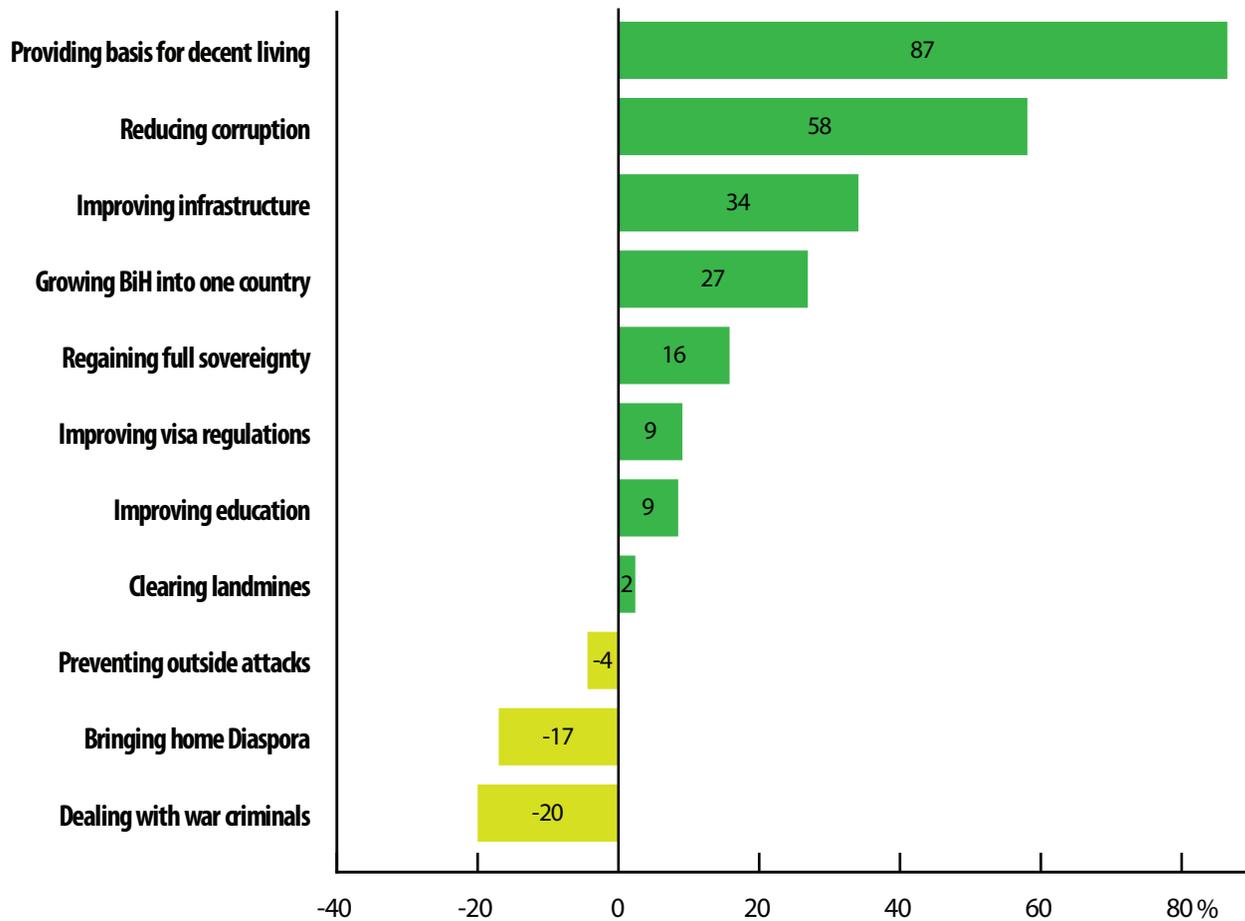


National Survey of BiH 2007  
Valid N = 3,574 (1st), N = 3,438 (2nd), N = 3,200 (3rd)

**Base = All Respondents**

# Priorities for the Next Twelve Months

Net difference between most important and least important priority for the next twelve months



National Survey of BiH 2007

Base = All Respondents

**The report can be downloaded from  
the following web site: [www.undp.ba](http://www.undp.ba)**

